

LICENSE DIVISION MANAGER

(City Clerk – License Division)

PURPOSE: The License Division Manager is responsible for the management of the License Division, including organizing and directing all license functions, establishing policies and procedures and advising members of the Common Council on licensing matters.

ESSENTIAL FUNCTIONS:

- Oversee the management of all licensing activities to ensure the accuracy of the licensing process and adherence to policies, procedures and laws.
- Strategic planning including the development, review and achievement of divisional goals.
- Determine training and development needs of Licensing Division staff.
- Configure, maintain and troubleshoot the licensing software to ensure efficient and accurate processing of license applications.
- Compile and evaluate information and reports for budget and revenue estimates.
- Serve as the liaison for the division to respond to inquiries from Common Council Members, applicants, citizens, law enforcement agencies and other city departments. Also serve on common Council committees and boards.
- Testify at hearings, trials and legislative meetings concerning licensing matters.
- Conduct research and present data, findings and recommendations to the Common Council members, task forces, and committees.
- Coordinate the administrative process for license applications including scheduling for committee meetings ensuring notices are posted properly and hearings requirements are met according to state law and city codes.
- Manage the license system (LIRA) including maintenance, interfaces with other computer systems, configuring updates, coordinating changes, beta testing, troubleshooting and documenting software bugs, adding new users and auditing of user roles and security.
- Respond to open records requests following department procedures.
- Development and ongoing maintenance of department standard operating procedures.
- Handle all staffing and performance issues including the implementation of performance improvement plans and discipline as needed.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's degree in Public Administration, Management, Business or a related degree, from an accredited college or university.

NOTE: *College transcripts are required and must be received within three business days after the application period closes. College transcripts may be either attached to the application; **OR**, sent to Box LDM, Department of Employee Relations, Room 706, City Hall, 200 E. Wells St, Milwaukee, WI 53202; **OR**, e-mailed to staffinginfo@milwaukee.gov. Student copies are acceptable. Only applications with transcripts will be considered; applications without transcripts will be rejected.*

2. Four years' experience performing similar duties and responsibilities to those described above, including a minimum of two years of supervisory experience.

NOTE: Equivalent combinations of education and experience may also be considered.

DESIRABLE QUALIFICATIONS:

- Master's Degree in Public Administration, Management, Business or related field from an accredited college or university.
- Experience working in a political environment with highly sensitive matters.

KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Knowledge of the principles and practices of public administration and management such as strategic planning, resource allocation, human resources modeling, leadership techniques and coordination of people and resources.
- Oral communication skills; the ability to convey technical information in an understandable manner; communicate effectively with a wide variety of people in person, on the telephone and in a public setting.
- Written communication skills; the ability to create reports and correspondence conveying technical information.
- Interpersonal and customer service skills, including the ability to collaborate with a wide range of people across responsibility levels.
- Skill in developing and maintaining webpages.
- Ability to interpret ordinances and statutes relating to licensing matters.
- Ability to use tact, diplomacy, and excellent judgment when interacting with the public, elected officials, and employees of the City.
- Ability to train, educate, mentor and motivate employees and foster an environment to question and improve current practices.
- Ability to delegate work effectively, monitor employee output and tactfully address performance issues.
- Ability to set goals, work well under pressure, meet deadlines regularly, manage multiple assignments and shift priorities, responding with a sense of urgency when issues emerge requiring immediate attention.
- Ability to master and manage licensing database, word processing, email, internet and other computer related functions.
- Advanced-level experience with Microsoft Windows and Microsoft Office applications.
- Committed to ongoing professional development and continuous learning.
- High ethical standards.

SALARY (1HX):

The current starting salary is \$70,827 for City of Milwaukee residents. The non-resident starting salary is \$69,089 annually. **Appointment above the minimum is possible.**

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **August 22, 2014**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling (414) 286-3751.